Polycom® RealPresence Trio™ Solution

Applies to the Polycom® RealPresence Trio™ 8800 system and the Polycom® RealPresence Trio™ Visual+ Accessory

Contents

What's New for UC Software 5.4.2AB

Polycom® Unified Communications (UC) Software 5.4.2AB replaces UC Software 5.4.2AA to address an interoperability issue when powering RealPresence Trio with Cisco PoE (Power over Ethernet) switches using the Cisco Discovery Protocol (CDP). UC Software 5.4.2AB is a release for the Polycom® RealPresence Trio™ solution interoperable with Microsoft® Skype™ for Business Online, open-SIP call platforms, Polycom® RealPresence® Platform, Microsoft® Skype™ for Business 2015, Microsoft® Lync® 2013, and Microsoft® Lync® 2010 on-premises.

UC Software 5.4.2AB supports the following Polycom products:

- RealPresence Trio 8800 system
- RealPresence Trio Visual+ accessory

These release notes provide important information on software updates, phone features, and known issues.

New Features and Enhancements

This section describes new features and enhancements for this release. Parameters that configure the features are listed in the section Configuration File Enhancements.

> **Web Info: Available user and administration documentation**
>
> For all RealPresence Trio documentation support, see RealPresence Trio on Polycom Voice Support.

Forward Error Correction (FEC)

RealPresence Trio systems support Forward Error Correction (FEC) DV0 and DV1 in Lync 2013, Skype for Business Server 2015, and Skype for Business 2015 client environments for H.264 SVC. The scheme introduces recovery packets on the transmitter which recover lost video packets on the receiver.

FEC performance and quality improvements with this release may vary depending on network conditions.

Customize the RealPresence Trio 8800 System Interface

You can customize which setting icons and features you want to display on the RealPresence Trio 8800 system interface. For details, see the section 'Customize the RealPresence Trio 8800 System Interface' in the Polycom® UC Software for the Polycom® RealPresence® Trio Solution – Administrator Guide at RealPresence Trio on Polycom Voice Support.

Enhancements this release include:

- Hide/show the Contacts menu
- Hide/show Recent Calls/Call Lists
- Hide/show the Bluetooth menu
- Display a custom image on the monitor background

- Hide/display the Polycom logo on the monitor background

Configure Number Formatting

Number formatting automatically adds dashes between dialed numbers following the North American Numbering Plan (NANP), for example:

- 2223333 displays as 222-3333

- 12223333 displays as 1-222-3333

- 12223334444 displays as 1-222-333-4444

You can enable or disable number formatting from the phone menu or using centralized provisioning. For details, see the section 'Configure Number Formatting' in the Polycom® UC Software for the Polycom® RealPresence® Trio Solution – Administrator Guide at RealPresence Trio on Polycom Voice Support.

Multiparty Desktop Sharing with Skype for Business

When sharing your desktop from a Skype for Business or Lync 2013 desktop client in a point-to-point call, you can now continue to present your desktop or programs when adding participants from your desktop client to a multiparty content conference. For details and limitations associated with this feature, see the section 'Configure Content Sharing' in Polycom UC Software in a Microsoft Environment – Deployment Guide at RealPresence Trio on Polycom Voice Support.

Share Desktop at 1080p Resolution with Polycom® People + Content™ IP

UC Software 5.4.2AB enables you to use the Polycom People + Content IP to share your desktop at up to 1080p resolution when your Windows® computer is connected by USB to the RealPresence Trio solution. Content displays at up to 720p resolution from a Mac computer.

Sharing content with Polycom People + Content IP from a computer connected over IP supports 720p resolution on the monitor connected to the RealPresence Trio Visual+. The computer and RealPresence Trio solution must be able to communicate on the same IP network.

In a supported Microsoft Skype for Business and Lync environment, you can share content with Polycom People + Content IP technology only to a local monitor. You cannot share content with Polycom People + Content IP technology over a Lync or Skype for Business call.

Microsoft Compatibility

The RealPresence Trio 8800 solution supports:

- Skype for Business 2015 on-premise and Online

- Lync Server 2013 and 2010 on-premise

- Audio-only calls using Lync 2010 client

The following table indicates features and capabilities supported on the RealPresence Trio solution using the Microsoft Skype for Business client versions listed.

Microsoft Supported Client Features and Capabilities

Feature / Capability	Audio	Video	Content Sharing[1]	Instant Messaging
Skype for Business 2016	●	●	●	
Skype for Business 2015	●	●	●	
Skype for Business Web Application	●	●	●	
Skype for Business 2015 Mobile				
Lync 2013	●	●	●	
Lync 2013 Mobile				
Lync 2010	●			
Lync 2010 Mobile				
Lync Phone Edition	●			
Communicator for Mac 2011	●		●	
Lync for Mac 2011	●		●	

[1] 'Present Desktop' and 'Present Application' only are supported from a computer with a single (or duplicated) display. 'Present PowerPoint File' and Whiteboard are not supported.

Skype for Business Support

The following table indicates support for Skype for Business Online features:

- Supported Microsoft-qualified features
- Polycom supported and not Microsoft-qualified features

Polycom with Skype for Business Online Feature Support

Skype for Business Online Feature	Skype for Business On-Premises	Polycom with Skype for Business Online / O365 / Cloud PBX
Not Microsoft Qualified		
Single-stream video receive	✓	✓
Point-to-point video calls	✓	✓

Skype for Business Online Feature	Skype for Business On-Premises	Polycom with Skype for Business Online / O365 / Cloud PBX
Multiparty video calls	✓	✓
Active speaker only video (Gallery view not supported)	✓	✓
Gallery View	✗	✗
Remote Desktop Protocol (RDP) content receive	✓	✓
Present Desktop (single display)	✓	✓
Present Programs (single display)	✓	✓
Present PowerPoint Files	✗	✗
Present Whiteboard	✗	✗
Microsoft Qualified		
Resiliency - Branch Office	✓	✗
Resiliency - Data Center Outage	✓	✗
Device Update	✓	✓
In-band Provisioning	✓	✓
PIN Authentication	✓	✗
Call Handling	✓	✓
Call Forward	✓	✓
Call Transfer	✓	✓
Conference Calls	✓	✓
Local Call Logs	✓	✓
Exchange Call Logs	✓	✓
Federated Calls	✓	✓
Simultaneous Ring	✓	✓

Skype for Business Online Feature	Skype for Business On-Premises	Polycom with Skype for Business Online / O365 / Cloud PBX
Attendant Console	✓	✗
Cross Pool	✓	✗
Dual Tone Multi Frequency	✓	✓
Emergency 911	✓	✓
Media Bypass	✓	✗
Monitoring (Device Inventory)	✓	✓
Private Line	✓	✗
Response Groups	✓	✗
Message Waiting Indicator	✓	✓
Call Park	✓	✗
Shared Line Appearance	✓	✗
Exchange Contact Integration	✓	✓
Exchange Calendar	✓	✓
Extended Presence	✓	✓
Visual Voicemail	✓	✓

Configuration Enhancements

The following table includes configuration enhancements added in this release.

For more information on using configuration parameters to enable or disable features, see the *Polycom RealPresence Trio Solution Administrator Guide* available on Polycom Voice Support.

Configuration File Enhancements in UC Software 5.4.2AB

Parameter *Template*	*Permitted Values*
`video.codecPref.XUlpFecUC` device.cfg, site.cfg	Set the forward error correction (FEC) codec priority. 5 (default) 0 – 7
`device.net.etherModeLAN` device.cfg, site.cfg	Auto (default) 10HD 10FD 100HD 100FD 1000FD
`device.net.etherModePC` device.cfg, site.cfg	Auto (default) 10HD 10FD 100HD 100FD 1000FD Disabled
`dir.corp.pageSize` features.cfg	64 (default) 8 - 64
`feature.VVXD60.allowLineMapppings` new.cfg	0 (default) 1
`feature.contacts.enabled` features.cfg	1 (default) - Enable display of the Contacts icon displays on the Home screen, the global menu, and in the dialer. 0 - Disable display of the Contacts icon on the Home screen, the global menu, and in the dialer. Requires UCS 5.4.2 RevAA or higher.
`freerdp.ui.hideTouchPointer` new.cfg	1 (default) 0
`log.level.change.fec` new.cfg, techsupport.cfg	Set the log level for video FEC. 4 (default) 0 - 6
`log.level.change.fecen` new.cfg, techsupport.cfg	Set the log level for video FEC encode high-volume. 4 (default) 0 – 6

Parameter *Template*	*Permitted Values*
`log.level.change.fecde` new.cfg, techsupport.cfg	Set the log level for video FEC decode high-volume. 4 (default) 0 - 6
`log.level.change.vsr` techsupport.cfg	4 (default) 0 - 6
`log.render.file.size`	512 1 - 10240
`mr.bg.selection` features.cfg	Set the background image for the paired RealPresence Trio Visual+ display. 0 Automatically cycles through all background images. 1 Blue Gradient 2 Hallstatter See Lake (default) 3 Bavarian Alps 4 Forget-Me-Not Pond 5 Custom
`mr.bg.showPlcmLogo` features.cfg	1 (default) 0
`mr.bg.url` features.cfg	String (maximum 256 characters)
`mr.localCameras.encoderMode` new.cfg	SVC
`mr.localCameras.forceResolution` new.cfg	0 (default) 1
`phoneLock.Allow.AnswerOnLock` new.cfg	1 (default) 0
`sec.TLS.profile.x.cipherSuite` site.cfg, wireless.cfg	The cipher suite for TLS Application Profile x (where x is 1 to 8).
`sec.TLS.profile.x.cipherSuiteDefault` site.cfg, wireless.cfg	1 (default) - Use the default cipher suite. 0 - Use the custom cipher suite for TLS Application Profile x (x= 1 to 8).
`sec.TLS.webServer.cipherList` site.cfg	String (1 – 1024 characters)
`sec.TLS.profile.webServer.cipherSuiteDefa ult` site.cfg	1 (default) 0

Parameter *Template*	*Permitted Values*
`up.formatPhoneNumbers` features.cfg	`1` (default) - Enable automatic number formatting. `0` - Disable automatic number formatting.
`video.conf.simulcast.enabled` new.cfg	0 (default) 1
`video.conf.vsr.obeyMustInstanceParameter` new.cfg	0 (default) 1
`video.profile.XUlpFecUC.alwaysOn` new.cfg, video.cfg	1 (default) 0
`video.profile.XUlpFecUC.debug.rxDropRate` new.cfg	Drop 1/X packets to test FEC during loss. 0 0 - 40000
`video.profile.XUlpFecUC.debug.rxDropBurst`	The number of packets to drop to debug FEC during loss. 1 1 - 100
`video.profile.XUlpFecUC.debug.rxDropOnlyLayer0` new.cfg, video.cfg	True to limit dropped packets to layer 0 to test FEC during loss. 1 (default) 0
`video.profile.XUlpFecUC.debug.txDropRate` new.cfg	Drop 1/X packets to test FEC during loss. 0 0 - 40000
`video.profile.XUlpFecUC.debug.txDropBurst` new.cfg	The number of packets to drop to debug FEC during loss. 1 1 - 100
`video.profile.XUlpFecUC.noLossTurnOffTimeout` new.cfg, video.cfg	300 10 - 7200
`video.profile.XUlpFecUC.payloadType` video.cfg	123 0 - 127
`video.profile.XUlpFecUC.rxEnabled` video.cfg	1 (default) 0
`video.profile.XUlpFecUC.txEnabled` video.cfg	1 (default) 0

Parameter *Template*	*Permitted Values*
video.simpleJB.enable	1 (default) – Enable the simple video jitter buffer. 0 – Disable the simple video jitter buffer.
video.simpleJB.timeoutMs	The time in milliseconds (ms) to wait for lost or out-of-order video packets. 100 ms (default) 0 – 250 ms
video.simpleJB.lipSyncDelayMs	Fixed delay in ms to add to video to achieve lip-sync with audio. 0 (default) 0 – 250 ms

Release History

This following table shows the release history of the RealPresence Trio 8800 and RealPresence Trio Visual+.

Release History

Release	Release Date	Features
5.4.2AB	April 2016	This release replaces 5.4.2AA and addresses the following issue: • Powering RealPresence Trio with Cisco PoE (Power over Ethernet) switches using the Cisco Discovery Protocol (CDP)
5.4.2AA	March 2016	This release includes support for the following features: • Forward Error Correction (FEC) • Customize the system interface • 1080p content input from People + Content IP / USB This release resolves several known issues.
5.4.1AA	February 2016	This release includes support for the following features: • Microsoft Office 365 and Skype for Business Online • Office 365 and Skype for Business Provisioning and Manageability • Time and Date Initial Setup • People + Content over USB for Windows® • USB Skype for Business or Lync 2013 audio calls with user interface controls This release also resolved some known issues.
5.4.0AB	December 2015	Resolved some known issues
5.4.0AA	December 2015	Added feature to hide Sign Out option Added an avatar that displays during a conference call when an audio-only participant is the active speaker. Resolved some known issues
5.4.0.12197	November 2015	Resolved some known issues
5.4.0.12107	November 2015	Initial release for RealPresence Trio 8800 and RealPresence Trio Visual+

Products Tested with this Release

The RealPresence Trio 8800 and RealPresence Trio Visual+ are tested with other products. The following list is not a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.

Note: Supported products

You are encouraged to upgrade all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has not already been addressed by software updates.
Go to *Polycom Support Service Policies* to find the *Current Polycom Interoperability Matrix*.

Products Tested with this Release

Product	Tested Versions
Logitech C930e USB Webcam	8.0.891
Polycom® RealPresence® Mobile for Tablets	3.4.2
Polycom® RealPresence® Desktop	3.5.0
Polycom® RealPresence® Collaboration Server	8.6.2
Polycom® RealPresence® DMA 7000	6.3.1
Polycom® RealPresence® Group Series	5.1-0-250527
Polycom® Immersive Studio	5.0-211246
Polycom® People + Content IP for PC	1.4.0.517
Polycom® People + Content IP for Mac	1.0.1
Polycom® HDX® 9002	3.0.1
Polycom® SoundStation® IP	4.0.9.0509
Polycom® VVX® Business Media Phones	UC Software 5.4.2

Server Interoperability

The following table lists the server interoperability supported on the RealPresence Trio solution and the feature capabilities supported for each server.

For complete and up-to-date details on RealPresence Trio solution compatibility, see Polycom RealPresence Trio and SoundStation IP Platform Compatibility.

RealPresence Trio Solution Server Interoperability

	Microsoft Skype for Business 2015, Lync 2013	BroadSoft R20	Polycom® RealPresence® Platform	Cisco Unified Communications Manager 10.5 and 9.1	Avaya Aura Communication Manager 7
Basic SIP Telephony	●	●	SIP Trunk to a supported call platform	●	●
Advanced Telephony	●	◖	SIP Trunk to a supported call platform	○	○
Video (H.264 AVC)	◖ (SVC)	●	●	◖	◖
Content	●	◖[1]	●	◖	◖
Provisioning	●	●	●[2]	◖[2]	○[3]

● - Fully interoperable

◖ - Interoperable with limitations

○ - Not supported

[1] Polycom® RealPresence® Platform required; BroadSoft UC-One client and server not supported

[2] Requires integration of Polycom® RealPresence® Resource Manager software version 9.0, with Cisco Unified Communications Manager 9.x or later.

[3] Polycom RealPresence Trio 8800 supports XML-based centralized provisioning but is not integrated with Avaya Aura System Manager.

System Constraints and Limitations

The following sections provide information on constraints and limitations when using the RealPresence Trio 8800 or RealPresence Trio Visual+.

Power over Ethernet Negotiation in CDP Environments

The RealPresence Trio system does not support power negotiation over Cisco Discovery Protocol (CDP) with Cisco switches using CDP. CDP is supported for VLAN negotiation.

If you are powering RealPresence Trio using an IEEE 802.3af power over Ethernet compliant switch, power budget is negotiated by a hardware handshake at power up - CDP is not used.

If powering the RealPresence Trio using an IEEE 802.3at power over Ethernet Plus (PoE+) switch, the RealPresence Trio power budget is negotiated through a combination of hardware handshake and LLDP.

Microsoft Skype for Business or Lync 2013

The following is a list of constraints and limitations when using RealPresence Trio solution in a Microsoft Skype for Business or Lync 2013 environment:

- Low video resolution in Skype for Business/Lync AVMCU calls.

- Single active speaker view only during video calls.

- Lync 2013 and Skype for Business Mobile Clients are not supported.

- Audio-only for Lync 2010 environments; content and video are not supported.

- Content and video are not supported for the Lync for Mac client.

- Receive content sent from supported Skype for Business and Lync clients using 'Present Desktop' and 'Present Programs' features ('Present PowerPoint Files' and Whiteboard is not supported)

- Receive content sent from supported Skype for Business and Lync clients using 'Present Programs' with single or duplicated display only (extended displays are not supported).

Audio

By default, audio from the far-site plays only on the RealPresence Trio 8800 speakers. Administrators can enable far-site audio to play on the monitor speakers connected to the RealPresence Trio Visual+ accessory by HDMI or external speakers connected to the 3.5mm port on the RealPresence Trio Visual+.

When a Bluetooth-capable device is paired with RealPresence Trio 8800, the quality of audio that plays through the system's speaker is lower for far-site audio during calls or from music and videos.

Video and Content

You can only display one video or content stream at a time on a monitor connected to the RealPresence Trio Visual+ accessory. Users can either view the far end video stream, self-view stream, or the content stream at a time. No picture-in-picture (PIP) or picture-over-content displays during video or content calls.

People + Content IP is supported on Microsoft Windows® to a maximum of 1080p and on Mac® to a maximum of 720p.

Polycom Concierge

The RealPresence Trio solution supports ultrasonic-based SmartPairing only, and it does not support Polycom® Concierge, which requires Bluetooth-based SmartPairing.

Third-Party Cables

Using a third-party HDMI cable may inhibit the RealPresence Trio Visual+ from properly executing video settings during video calls. This may occur due to the cable being broken or the cable does not meet general HDMI requirements.

The following behaviors may occur if the RealPresence Trio Visual+ fails to properly execute video settings:

- A portion of the video or content displays off screen.
- When the system is idle, black spaces or white boxes display on the monitor.

If either of these behaviors occur, replace the HDMI cable.

Install RealPresence Trio 8800 Software

Administrators can install software for RealPresence Trio 8800 using a provisioning server or an USB flash drive. Administrators can configure features for the system using configuration files on a provisioning server, using the Web Configuration Utility, or on the system. See the *Polycom RealPresence Trio Solution Administrator Guide* for more information on configuring features.

The following sections include information on installing software for the RealPresence Trio 8800.

Download the Distribution Files

You can download the software package for RealPresence Trio solution, in ZIP file format, and place the package on a provisioning server to provision the phone. The combined software package contains configuration and `sip.ld` files for the RealPresence Trio 8800 system and the RealPresence Trio Visual+ accessory.

Admin Tip: Provisioning the RealPresence Trio Visual+

The UC Software for RealPresence Trio download does not include a dedicated executable file for the RealPresence Trio Visual+. To provision the RealPresence Visual+, delete the part number from the RealPresence Trio `8800 3111-65290-001.sip.ld` file and do one of the following:

- Use the renamed `sip.ld` file for both the RealPresence Trio and Visual+.
- Copy the RealPresence Trio 8800 file and rename it using the RealPresence Visual+ part number `3111-66420-001.sip.ld`.

The following table lists all the files included in the RealPresence Trio solution software package. If you are provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server, maintaining the folder hierarchy in the ZIP file.

The current build ID for the sip.ld and resource files is **5.4.2.5400**.

Files Included in the RealPresence Trio Solution Software Package

Distributed Files	*File Purpose and Application*
3111-65290-001.sip.ld	SIP application executable for RealPresence Trio 8800
sip.ver	Text file detailing build-identification(s) for the release
000000000000.cfg	Master configuration template file
000000000000-directory~.xml	Local contact directory template file. To apply for each phone, replace the (zeroes) with the MAC address of the phone and remove the ~ (tilde) from the file name

Distributed Files	*File Purpose and Application*
applications.cfg	Configuration parameters for microbrowser and browser applications
features.cfg	Configuration parameters for telephony features
firewall-nat.cfg	Contains configuration parameters for telephony features
lync.cfg	Contains Lync specific configuration parameters
reg-advanced.cfg	Contains configuration parameters for the line and call registration and advanced phone feature settings
reg-basic.cfg	Configuration parameters for line and call registration and basic phone settings
region.cfg	Configuration parameters for regional and localization settings such as time and date and language
sip-basic.cfg	Configuration parameters for the VoIP server and softswitch registration
sip-interop.cfg	Configuration parameters for the VoIP server, softswitch registration, and interoperability configuration
site.cfg	Configuration parameters that are set for each site
video.cfg	Configuration parameters for video connectivity

Distributed Files	File Purpose and Application
VVX-dictionary.xml	Includes native support for the following languages: • Chinese, Traditional • Chinese, Simplified • Danish, Denmark • Dutch, Netherlands • English, Canada • English, United Kingdom • English, United States • French, France • German, Germany • Italian, Italy • Japanese, Japan • Korean, Korea • Norwegian, Norway • Polish, Poland • Portuguese, Brazil • Russian, Russia • Slovenian, Slovenia • Spanish, Spain • Swedish, Sweden • Arabic, UAE
Welcome.wav	Startup welcome sound effect
LoudRing.wav	Sample loud ringer sound effect
Warble.wav	Sample ringer sound effect

Resolved Issues

The following table lists resolved issues in this release for RealPresence Trio solution. This release also included several other user experience and performance fixes and enhancements not listed below.

Resolved Issues

Category	Issue No.	Release	Description
	VOIP-115636	5.4.2AB	The RealPresence Trio system using UC Software 5.4.2AA can become stuck in a reboot cycle in some CDP-only environments. See '*Resolve Reboot Loop of Polycom® RealPresence Trio™ Systems on Cisco CDP Switches - Technical Notification 1291*' at RealPresence Trio on Polycom Support for details, resolution, and workaround.
Calling	VOIP-106591	5.4.1AA	You cannot establish a conference in a remote shared line scenario.
User Interface	VOIP-106998	5.4.1AA	Some user interface issues observed on the Calls screen when merging an active call with a held call.
Video	VOIP-107807	5.4.0	When the system is set to 1080p and the bandwidth is increased to 4mbps or 6mbps, video freezes frequently.
User Interface	VOIP-108574	5.4.0	In a Lync environment, when the dial pad is set as the Idle Screen, the system does not display the dial pad after the system has been inactive for the set amount of time.
Video	VOIP-108620	5.4.1AA	The video call ends after trying to add an incoming call to the active video call.
	VOIP-110779		When viewing the contact information for a BroadSoft UC-One contact during an active call, the Back to Calls banner disappears and the system doesn't return to the Calls screen after 40 seconds.
	VOIP-111249		The RealPresence Trio solution shows video intermittently during video calls using the Lync client.
Camera	VOIP-112343	5.4.1AA	The USB camera occasionally stops sending video.
	VOIP-112470		During video calls between a RealPresence Trio system and a Lync client, video does not display after resuming a held video call.
	VOIP-113118		After loading a custom certificate to RealPresence Trio system, resetting the Trio system to factory defaults does not remove the certificate.

Category	Issue No.	Release	Description
	VOIP-113395		When registered with Cisco Unified Communication Manager RealPresence Trio supports 'Silent Ring'.
	VOIP-113647		When in a Lync or Skype for Business content-only AVMCU conference and you answer an incoming call, the phone displays the call appearance only for the remote party displaying content and not the active caller.
	VOIP-111542		Active call, Bluetooth, and USB audio quality is degraded while running a software update.
	VOIP-113109		TR-069 is not a valid configuration file export option in the Web Configuration Utility's Export Configuration feature accessible under the "Export Configuration" section on the "Utilities" > "Import & Export Configuration" page.

Known Issues

The following table lists all known issues and suggested workarounds for RealPresence Trio 8800 and RealPresence Trio Visual+.

Upgrade the RealPresence Trio solution with the latest software before contacting Polycom support to ensure the issue has not already been addressed by software updates.

Known Issues

Category	Issue Number	Release	Description	Workaround
Audio	VOIP-108805		When the RealPresence Trio 8800 system is used as a USB audio device for a computer, far end users experience an echo of their own voice when both the computer and the Trio system volume are set to maximum.	Reduce the volume on the computer or the RealPresence Trio 8800.
Audio	VOIP-112999		When the RealPresence Trio 8800 system is used as a USB audio device for Lync client calls on a computer, audio distortion occurs periodically. This issue is more likely to occur when using non-compliant USB cables or USB cable extenders.	
Audio	VOIP-112354		When using the RealPresence Trio 8800 system as a USB-connected audio device for a computer, far end users experience an echo of their own voice when the computer and RealPresence Trio system volume is set to maximum.	Reduce the volume on the computer or the RealPresence Trio 8800.
Audio	VOIP-114220		In an active call, Bluetooth and USB audio quality is degraded while running a software update.	
Audio	VOIP-114685		When the RealPresence Trio 8800 system is used as a USB audio device for Lync client calls on a computer, audio distortion occurs periodically. This issue is more likely to occur when using non-compliant USB cables or USB cable extenders.	
Avaya	VOIP-115211		In an Avaya environment, video does not display in the Avaya Flare Desktop and Mobile client during a video call with the RealPresence Trio 8800 system.	
Base Profile	VOIP-111882		The automatic reboot triggered by changes to the RealPresence Trio 8800 system Base Profile can be delayed up to five minutes or does not occur.	Power cycle the phone if it does not automatically reboot after five minutes.

Category	Issue Number	Release	Description	Workaround
Bluetooth	VOIP-107039	5.4.2AB	You cannot join a SIP audio call placed on the RealPresence Trio 8800 system with a Bluetooth audio call placed on a paired smartphone.	
BroadSoft	VOIP-107890		In a BroadSoft environment, video does not display in the BroadTouch Business Communication (BTBC) client during a video call with the RealPresence Trio 8800 system.	
BroadSoft	VOIP-108478		During point-to-point video calls between a RealPresence Trio 8000 system and HDX system registered to BroadSoft BroadWorks AS SIP R21 SP1 via Sonus SBC V4.02.04, content send from RealPresence Trio 8800 via the Polycom People + Content IP application is not displayed at the HDX system.	
Calling	VOIP-110016		When a Bluetooth audio call is placed on hold on the RealPresence Trio system, the Trio system displays the call as on hold but audio continues to be heard by both parties, and the Resume soft key doesn't display.	Hold and resume the call on the Bluetooth connected device instead of on the Trio system.
Calling	VOIP-108027		When you place a call on hold and place another call from the Place a Call screen, the incoming call notification does not display to the far end.	Exit the Place a Call screen and answer the incoming call.
Calling	VOIP-105248		If you enable updates to RealPresence Trio system Call Lists, updates are delayed.	
Calling	VOIP-111525		After the maximum amount of participants in a conference are displayed on the RealPresence Trio 8800 system, the Add Participant option continues to display in the roster.	
Calling	VOIP-106489		You cannot forward incoming calls to the RealPresence Trio system.	
Calling	VOIP-110294		If the USB cable connecting the RealPresence Trio 8800 and a computer is disconnected and reconnected during a Skype for Business call, the Resume soft key might not resume the call.	
Camera	VOIP-112343		The USB camera plugged into the RealPresence Trio Visual+ system occasionally stops sending video.	Power cycle the Trio Visual+ or reboot the Trio Visual+ from the Trio 8800.

Category	Issue Number	Release	Description	Workaround
Cisco	VOIP-115146		When the system shows content during a video call with a Cisco SX20, content does not display on the Cisco system.	
Content	VOIP-110214		When using the RealPresence Trio system to show content during a video call with an Avaya Scopia XT5000, the content does not display on the Avaya system.	
Content	VOIP-110063		You cannot share content during a point-to-point call between the RealPresence Trio 8800 system and the Skype for Business 2016 client.	
Content	VOIP-108961		When showing content during a video call between a Lync client and the RealPresence Trio system, the content stops showing when another RealPresence Trio system joins the call.	
Content	VOIP-110267		Content does not display when using Polycom® People+Content™ IP technology on a Mac® computer to send content to RealPresence Collaboration Server.	
Content	VOIP-115223		When in a point to point video call between a RealPresence Trio system and a Polycom CX8000 system content shared from the CX8000 system is not displayed on the RealPresence Trio 8800 system.	
Content	VOIP-115200		During point-to-point video calls between a RealPresence Trio 8000 system and Groups Series system registered to BroadSoft BroadWorks AS SIP R21 SP1 via Sonus SBC V4.02.04, content send from RealPresence Trio 8800 via the Polycom People + Content IP application stops to the Group Series system after the call is held and resumed on the RealPresence Trio 8800 system.	
Ethernet	VOIP-97345		You cannot use an Ethernet hub with the RealPresence Trio system.	
Lync	VOIP-110666		When two RealPresence Trio systems are in a Lync Meet Now conference, you cannot show content unless the Lync client is dialed into the conference.	Have the party trying to send content join the call.

Category	Issue Number	Release	Description	Workaround
Lync	VOIP-108691		In a Lync environment during point-to-point video calls between RealPresence Trio 8000 system and Groups Series system, video stops to the Group Series system after the call is held and resumed on the Group Series system.	Toggle the People + Content control to see content again.
Lync	VOIP-108104		When calling from a Lync client on a Mac® computer connected to the RealPresence Trio 8800 system, the Trio system does not play the ringback tone after the call is placed.	
Lync	VOIP-112091		When using the Lync client with the RealPresence Trio 8800 system to invite far-end participants to a Meet Now video conference, video sent to the far-end freezes.	
Lync	VOIP-111779		Turning the self view on and off during a RealPresence Trio system Lync video call temporarily displays the Welcome screen or a black screen.	
Lync	VOIP-112358		During a Lync USB call, when the volume is increased to the maximum level on the computer and the RealPresence Trio solution, an echo is heard on the far end when the far end speaks.	Reduce the volume on the computer or the RealPresence Trio 8800.
Lync	VOIP-111327		In a Lync or Skype for Business environment, when an active speaker leaves a conference call, the next available participant doesn't display for 10-15 seconds.	
Lync	VOIP-115421		If a RealPresence Trio registered to Lync or Skype For Business is connected via USB to a computer using a Skype For Business client, incoming calls might not ring as an incoming USB call.	Answer the initial incoming call on the RealPresence Trio and use the Trio call controls; this call will not be a USB call. Or, answer the call on the computer's Skype For Business client and use the client call controls.
Network	VOIP-112645		RealPresence Trio and RealPresence Trio Visual+ might drop incoming network packets when connected to a 1000 Mbps (Gigabit) Ethernet line rate on some Ethernet switches leading to video quality artifacts and stalling video displayed on the display connected to the RealPresence Trio Visual+.	

Category	Issue Number	Release	Description	Workaround
Power	VOIP-108006		The RealPresence Trio system fails to register after it is restarted after a power outage.	
Skype	VOIP-114848		When desktop or application sharing is started and stopped quickly from a supported Skype for Business or Lync client during a Skype for Business or Lync AVMCU based video call, sometimes video does not automatically resume on RealPresence Trio.	
User Interface	VOIP-108574		When the dial pad is set as the idle screen, the RealPresence Trio 8800 system does not display the dial pad after the system has been inactive for the set amount of time.	
User Interface	VOIP-112048		The voicemail icon disappears from the line key after the RealPresence Trio system restarts or reboots.	
User Interface	VOIP-109892		In secured Skype for Business calls using the RealPresence Trio 8800 system, the call screen moves down and up during SRTP key negotiation.	
User Interface	VOIP-106962		When an LG IPS277L monitor is connected by HDMI to the RealPresence Trio Visual+ and the parameter `powerSaving.tvStandbyMode` is set to Black, the monitor alternates between a black screen and the normal user interface before eventually going black when you exit Power Saving mode.	
Video	VOIP-114563		When the camera target frame rate is reduced from the default 30 FPS, self-view may disappear while the RealPresence Trio is idle.	
Web Interface	VOIP-113116		Setting the `device.sntp.gmtOffset` parameter using the Web Configuration Utility's Import Configuration feature does not work.	Set `device.sntp.gmtOffset` using another configuration method such as the Preferences > Date & Time page or Simple Setup page of the Web Configuration Utility or a central provisioning server.

Category	Issue Number	Release	Description	Workaround
Wi-Fi	VOIP-105461		When you enable Wi-Fi on the RealPresence Trio 8800 system before entering your access point details, the Trio system restarts.	In the Wi-Fi Menu, enter the Access Point details, then enable Wi-Fi.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at Polycom Support.

To find all Polycom partner solutions, see Polycom Global Strategic Partner Solutions.

The Polycom Community

The Polycom Community gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

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